Massachusetts General Hospital
Founding Member, Mass General Brigham

Before You Begin

Ivanti MobileIron is required for all Voalte Me users. To confirm your phone has Ivanti MobileIron, look for the Ivanti Go application on your phone. **IMPORTANT** if you have Ivanti MobileIron already, do not re-install. Reach out to the MGH Voalte team if you are unsure.
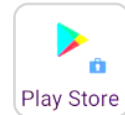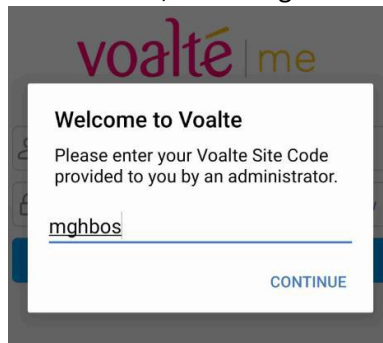
Useful Ivanti MobileIron links:

[What is Ivanti MobileIron?](#)

[HOWTO: Enroll in Ivanti MobileIron for iOS](#)

[HOWTO: Enroll in Ivanti MobileIron for Android](#)

Installing Voalte Me

To install Voalte Me on your phone, please follow these steps:

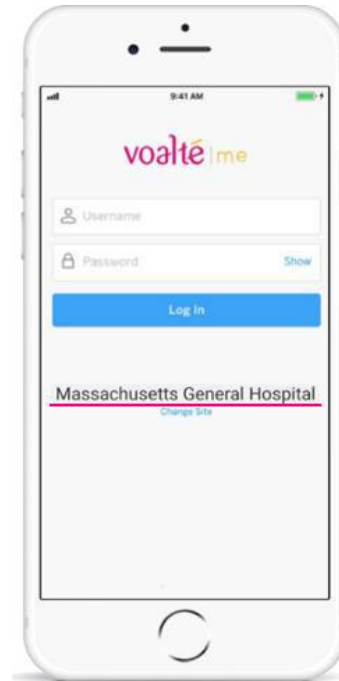|		
1.	On your phone, open the Partners App Catalog For Android users, the catalog will look like the Play Store with a blue or orange briefcase.	**PARTNERS** HEALTHCARE App Catalog Play Store
2.	Search for Voalte Me and click **Install** *iPhones will alert the user that the Voalte Me app is about to be installed, confirm **Install**. **App Installation** "mdm-na1.mobileiron.com" is about to install and manage the app "Voalte Me" from the App Store. Your iTunes account will not be charged for this app. Cancel Install	
3.	When asked to enter a Voalte Site Code, enter 'mghbos' **voalté me** **Welcome to Voalte** Please enter your Voalte Site Code provided to you by an administrator. mghbos CONTINUE	

Logging In for the First Time

After installing Voalte Me, log in for the first time

1. Open the Voalte Me application **V**
2. Enter your MGB username and password
3. Be sure to accept all the prompts

   If you are at the hospital, connect with WiFi3. Voalte Me will also work outside of the hospital.

You should see Massachusetts General Hospital on the bottom of the login page

STOP

STOP! If you see the image below, uninstall Voalte Me by deleting the application and follow the **Installing Voalte Me** steps on the first page.
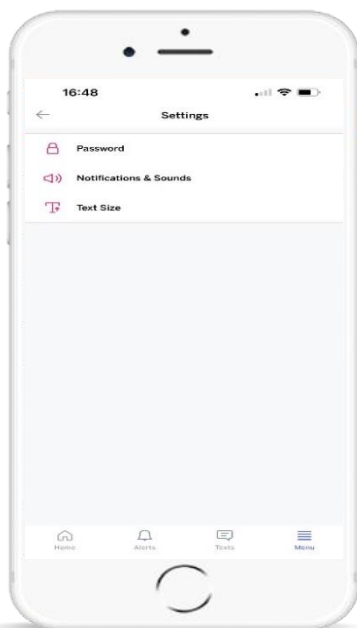
Application Settings

There are additional notification settings within the Voalte Me application. Please follow these recommended phone settings to ensure you do not miss any Texts or Alerts.
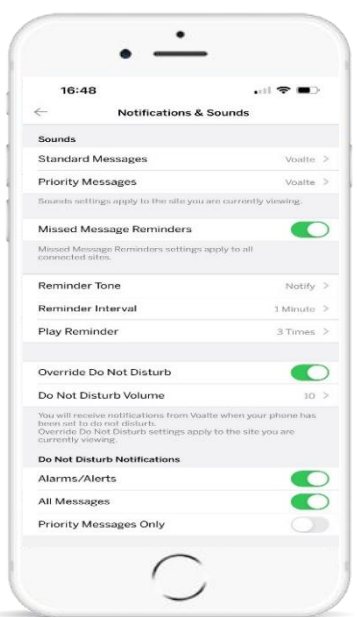
Notifications & Sounds
These settings ensure you don't miss any notifications for Texts or Alerts. Please update these settings prior to updating your phone settings.

iPhone

- In the Voalte Me application, go to Menu
- Click Settings
- Select Notifications & Sounds

- Enable Override Do Not Disturb
- Select Alarms/Alerts and All Message
- Under Do Not Disturb Notifications, Enable:
  o Alarms/Alerts
  o All Messages

NOTE: Enabling Do Not Disturb for All Messages will audibly alert you for Texts and Alerts when your phone is in silent mode

Massachusetts General Hospital
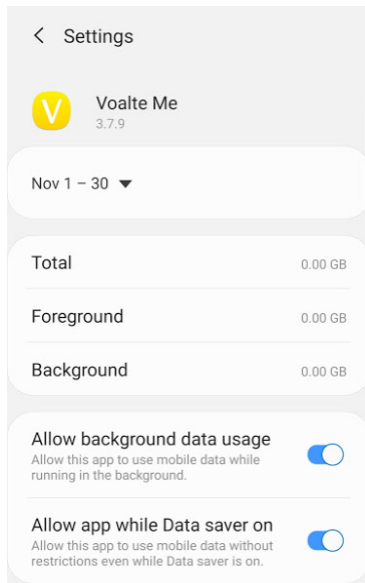**Founding Member, Mass General Brigham**

voalté|me

Phone Settings

In order to reply in a timely manner, Voalte Me users must be able to hear notifications. Please follow these recommended phone settings to ensure you do not miss any messages or alerts.
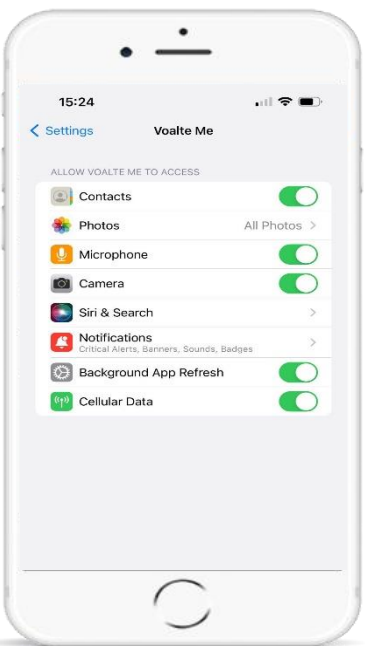
Background Refresh
Background Refresh is a requirement for Voalte Me. Follow these steps to enable Background Refresh.

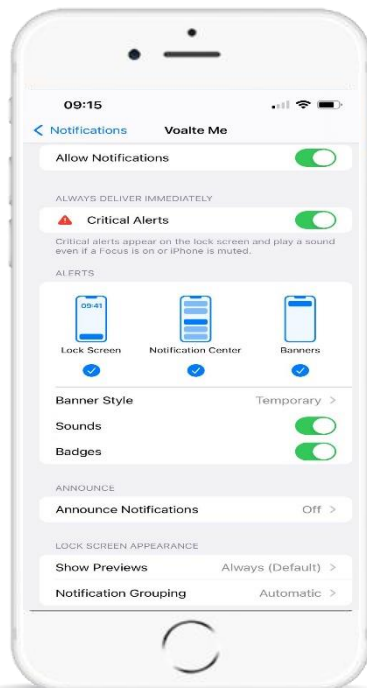| **Android**	
	Within the work settings, make sure the Voalte Me application allows for background data usage, and if applicable, allow app while on Data saver. For most, these settings will be turned on by default.
iPhone	
	• Go to Settings>Voalte Me • Enable Background App Refresh

Notifications

As a Voalte Me user, you have the ability to choose how your alerts are delivered. Below are the recommended settings so you do not miss a message or alert.

iPhone

In Settings>Notifications>Voalte Me*, make sure the following are enabled:
- Allow Notifications
- Critical Alerts (if prompted, accept Critical Alerts pop up)

Ensure the following Alerts are selected/enabled:
- Lock Screen
- Lock Notification Center
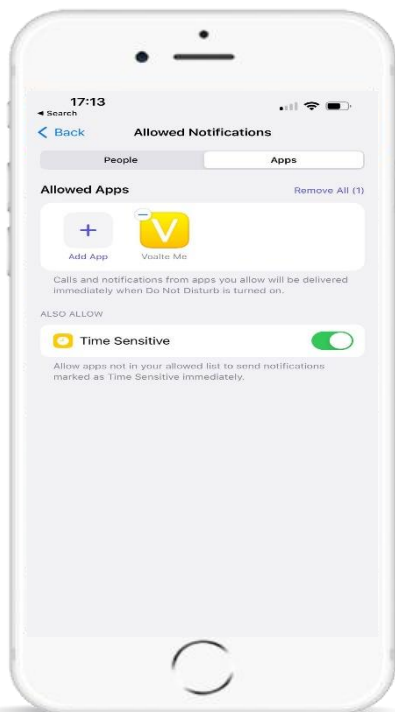- Banners
- Banner Style - Temporary
- Sounds
- Badges

You can choose to see a preview of incoming alerts and texts
- **Always**: Name of sender + message preview, regardless if phone is locked or unlocked
- **When Unlocked**: Name of sender + message preview when phone is unlocked. Sender ONLY when phone is locked
- **Never**: Only name of sender regardless of whether phone is locked or unlocked
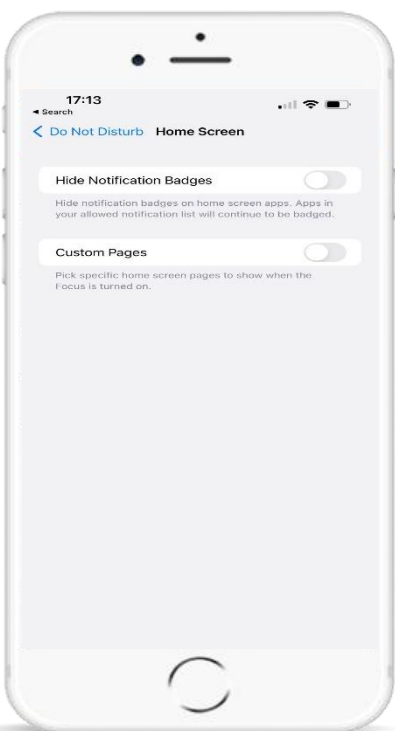
*If you don't see Voalte Me in Settings>Notifications, go to Settings>Voalte Me>Notifications and you'll see the same settings

Allowed Notification Settings (iPhone – ***iOS 15+ ONLY*)**
These settings ensure you don't miss any notifications for messages or alerts.

- Go to Settings>Focus>Do Not Disturb
- Under Allowed Notifications, click on Apps
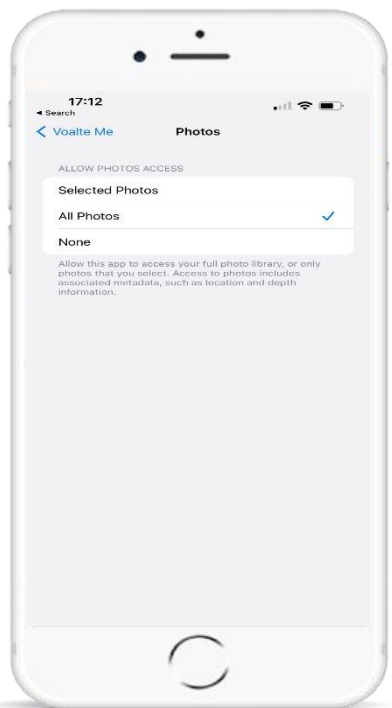- Click Add New to add Voalte Me
- Enable Time Sensitive

These steps do not apply to iOS16+
- Go to Settings
- Click Focus
- Select Do Not Disturb
- Click Home Screen
- Disable Hide Notification Badges

Camera Settings

Enabling this feature allows you to send photos via the Voalte Me application. For more details on the Camera, please read this tip sheet.

iPhone

- Go to Settings
- Select Voalte Me
- Click on Photos
- Select either Selected Photos or All Photos
  - If you select None and want to send photos from your library, you'll be prompted within the application to change your settings